

ITS Technical Bulletin 186

UPGRADE CICS 3.3

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Section/Groups:
Submitted By:
Approved By:

During the months of May and June, 1994 all CICS regions except CICS OV (Office Vision) were converted to a new version of CICS. There have been a number of outages and application problems as a result of this upgrade to CICS 3.3. Many of these problems are now resolved; a few are still outstanding and continue to cause problems for ITS customers.

The intent of this bulletin is to make customers aware of the problems associated with the implementation of CICS 3.3 and to highlight those problems which are still outstanding. If your organization has experienced any additional problems with CICS-based applications, please contact the Customer Service Center at 538-3440 to report the problem. We regret the problems that this upgrade may have caused for your organizations. We would appreciate any feedback on ways to improve our process for CICS upgrades. Feedback can be directed to Sandy Neal, Manager Database / CICS Administration at ITS.

PROBLEMS IMPACTING ALL CICS REGIONS

- * CICS CPU Utilization Statistics in SMF records increased / decreased - Utilization statistics have changed by as much as 25-30%. IBM has recommended that we apply certain fixes from Computer Associates to ENF, a Computer Associates product which contains the operating system interfaces for all Computer Associates products installed on the mainframes. These fixes have been applied and ITS is currently evaluating whether utilization is back in line with pre CICS 3.3 statistics.
- * Use of CEDF transaction causes CICS Abends - The problem occurs in the ACF2 / CICS interface. Computer Associates has recommended certain ACF2 rule changes. These changes have reduced the number of Abends, but the problem has not been eliminated. CEDF has been disabled in the production regions until the new release of the ACF2 interface can be installed.
- * CICS / Netpass logoff problem - Under certain circumstances, customers logged on to a CICS region through Netpass cannot logoff. Appears to be connected to the idle timer being exceeded, either by the customer having the problem or by a customer who is assigned a logical terminal identification associated with a previous session during which the idle timer was exceeded. Problem determination is still active. Currently appears to be associated with the manner in which ACF2 is terminating the session which exceeds the idle time.

- * Abends in ADABAS/ADALNK module causing CICS region to abend - This problem appeared intermittently as a 301 abend to the CICS region and appeared to be related to the functionality required by the application code and the occurrence of heavy volume in the region. Several fixes to Natural were recommended by Software AG and were applied. The fixes reduced the number of occurrences of the problem, but did not eliminate them. Problem determination is still in progress. Problem points to ADABAS command level interface which was installed to support CICS 3.3. Software AG continues to analyze the problem.
- * Application Code incompatible with CICS 3.3 - Approximately 15-20 customer programs experienced problems after CICS 3.3 was installed and required some type of modification in order to run in a CICS 3.3 environment. A wide variety of symptoms were associated with these problems, ranging from the loss of the entire CICS region to the abending of the transaction involved. These transactions were modified by the appropriate agency to correct the problems.

PROBLEMS IMPACTING DEVELOPMENT REGIONS ONLY

- * Problems routing transactions from the Terminal Owning Region (CICST) to the Application Owning Region (CICST3) - Unique logon id of customer was lost in the process of routing. Required fixes to ENF, a Computer Associates product which contains the operating system interfaces for all Computer Associates products installed on the mainframes. Problem was resolved with fix and has not reoccurred.
- * Installation problems - CICS pointed to incorrect signon program. Corrected in System Definition Table. CPU Utilization statistic in SMF records for CICS was zero. CICS pointed to an incorrect duplicate MCT definition. Concatenation problem was corrected and SMF now reports non-zero utilization.
- * Assist/GT Abends - Level of Assist/GT was incompatible with CICS 3.3. Installed upgrade of product to correct the problem.
- ***** In addition to the above development problems, a new transaction being tested during the same timeframe caused CICST1 to abend multiple times. This problem was unrelated to CICS 3.3; rather the transaction was using a restricted verb improperly.

PROBLEMS IMPACTING CPU3 PRODUCTION REGIONS (CICSHS, CICS OV)

- * CICSHS abends on 6/6/94 - problem in ACF2 interface with an enqueue lockout during revalidation. Computer Associates provided fix and problem was eliminated.
- * CICSHS storage violations - problem in application code which was modified to correct an 0C7 problem. This program did not result in the CICS region abending, but since it provided access to much of the application, the application involved was, for the most part, unavailable. The code was corrected by the agency and the storage violations

ceased.

- * Office Vision Administrative functions failing - Software level of Office Vision was incompatible with CICS 3.3. ITS is in the process of installing the compatible version of Office Vision. Problem is still outstanding.

PROBLEMS IMPACTING CPU2 PRODUCTION REGIONS (CICSCJ)

- * ADABAS database file corruption - problem associated with command level ADABAS interface installed to support CICS 3.3. Third party software which supports NCIC/NLETS modifies a CICS field that ADABAS interface uses to distinguish transactions associated with a physical terminal from non-terminal transactions. The result is the assignment of a non-unique identifier to the requestor of ADABAS services. Problem is still outstanding. Transactions are being returned to a CICS 3.1 environment until the third party software can be modified.

Technical Writer _____

Control Meeting _____

Supervisor _____